Librarian Services Quality and Student Satisfaction in University

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Abstract

The studies on library user satisfaction have become a topic of recent debate. The aimed of this paper is to analyse the effects of library collection, e-resources, and librarian service quality towards student satisfaction in the University. A sample of 80 were employees based on probability sampling technique adopted. The data were obtained from the respondents using a questionnaire. The study used IBM SPSS Statistics 24 Application software for analysis, descriptive analysis, reliability analysis, regression analysis, and hypothesis testing results using. The results and findings shown that librarian service quality is significantly related to the student satisfaction in the University. Therefore, the result of this study found that the best services, physically and technically, provided by the University Library has been satisfying the customers, which are students of Universities generally, and especially the students who visit the library. Hence, this paper recommended that University Library UUM to improve their performance in order to meet the visitor's satisfaction, especially in the area of quality of librarian services. The future researchers employ other factors besides of library collection, e-resources, and librarian service quality towards the student satisfaction.

Keywords: Student Satisfaction, Library, Service Quality

INTRODUCTION

In this globalisation era, education is a crucial thing, because education is the root of civilisation of a nation. Education makes aptitudes and procures learning that fills in as an interest in the profitability of the individual as an economic creation considers (Gorondutse & Nuhu 2019; Robeyns, 2005). Nowadays, education has become a must-have staple every person in order to answer the challenges of life. Many ways that can be achieved in order to obtain an education. Education can produce knowledge which is human sensing or knows something results against objects through the senses. Science is knowledge composed frame and tested the truth through scientific methods. Science affected not just unequivocal lessons about the way of science, additionally molded a certain educational module concerning the way of logical learning (Brickhouse, 1990; Gorondutse, Nuhu & Shak, 2018). The knowledge term can be defined as the impression that arises in the mind of the human senses. This statement give meaning that science and knowledge have relationship as composed and righteousness tested that comes from the human mind.

Science is the entire mindful effort to investigate, determine, and increase human understanding of the different aspects of reality in human nature. The aspects are limited so that will result in formulations form. The science of providing certainty by limiting the scope of his vision and the certainty of science gained from its limitations. The investigation and determination can be enforceable if it has enough science and knowledge. The capacity to convey to hold up under research and investigative can be done by proficient individual which have adequate science (Klain, 1971). Books, journals, and articles can be the resources to increase the knowledge and

capability of understanding about something. Those resources can be reached not only through internets but also institutions such as book store and library. In this modern technology and information era, the need of society of information and media education are crucial and becomes a challenge for service providers of information and education.

In educational environment, library is the best choice to add more knowledge and there are a lot of books, journals, and articles which can be reached free of charge with the certain terms and conditions (Vijeyaluxmy, 2015). Library is categorized as non-profit organization which provides different resources of information that has a lot of benefits that can be reached through it. The visitors of library can come from among the employees, lecturers and students. Most of students like to go to library with some reasons such as to read and borrow the various books, to search the title of thesis references and do some homework and tasks.

College library is the tool which is provided by the institution itself. Scholastic library is the focal organ of the college, and this together with great labs and personnel are the parameters used to judge a decent college (Kargbo, 2002). It provides many services and facilities that can support the students to achieve their goals. Guaranteeing that important data resources are given and made available to user goes to far to urge users to visit the library all the more frequently (Kumar, 2008). The students who come to the library directly can evaluate the services and facilities which are provided. The valuation of the student can show satisfaction level of the services and facilities in the college library. Sultanah Bahiyah Library of UUM is the college library with various facilities and services which has become the international library. This library is crowded of visitors because of has many collections of books and internet access which is free. The student satisfaction on this library can be affected by some inside factors such as library collection, electronic resources, and

librarian services quality. These factors have become as interested issue by researchers which be traced further of conducting this research.

This aims of this paper is to investigate the relationship between librarian services quality and student satisfaction in Universiti Utara Malaysia. This paper is structure into; introduction, literature reviews, methodology, discussion, conclusion, and recommendations.

LITERATURE REVIEW

Librarian Service Quality and Student Satisfaction

The library is an important component in education which cannot be separated its existence as a manifestation of the efforts of the intellectual life of the nation. In order to support growing important role education nation then required the existence of a superior library. A superior library is the library that can find out the needs and satisfy its users. User satisfaction being the ultimate goal of all activities of the library and is also a target of the end of an information services Library.

To that end, the library is always required to improve the quality of service. Nitecki et al. defined service quality in terms of "meeting or exceeding customer expectations, or as the difference between customer perceptions and expectations of service (Gorondutse & Nuhu 2019; Hernon & Nitecki, 2000). With a good quality of service, then someone will be interested in visiting the library and increase students' motivation to learn. Reading activity is activity that can expand your insight for the reader. Lack of interest by library users can also be caused by internal factors, such as lack of attention on the aspects of procurement and maintenance of the collection of the library there are, the less satisfying service, and so on. To improve the quality of services and facilities, the library must provide a variety of information and trying

to bring together between the users with the information supplied.

Services provided by a library in general include the ministry of administrative, procurement services library and the service utilization (Davidson, 2017). Based on the type of service the user provided a library, then the quality of service being the size of benefit whether a library for users. Definition of the service quality according to Kotler in Tjiptono (2001: 6), service is defined as any actions that can be offered by another party of an essentially intangible (physical intangible) and does not produce ownership of something (Tjiptono & Gregorus, 2005). As explained above, the library services do not orient to physical results nevertheless remained librarian to be creative in packaging and presenting the information provided to the users. According to this definition it can be concluded that service is any action or activity that is essentially intangible physical offered from one party to the other party so as to bring benefit or satisfaction. Understanding the intended service is service to the general public or the user services library. The ministry has a universal trait, meaning that it applies to anyone who wanted it. Therefore, satisfying service users play an important role so that the library can exist. Therefore, this study proposed the following hypothesis:

Hypothesis: There is Significant Relationship between Librarian Service Quality and Student Satisfaction in Universiti Utara Malaysia

Theoretical framework

Theories behind the framework of study chosen was SERVQUAL theory, which is a multi-item scale developed to assess customer perceptions of service quality in service and retail businesses (A. Parasuraman & Berry, 1988). SERVQUAL represents service quality as the discrepancy between a customer's expectations for a service offering and the

customer's perceptions of the service received, requiring respondents to answer questions about both their expectations and their perceptions (A. Parasuraman & Berry, 1988). The use of perceived as opposed to actual service received makes the SERVQUAL measure an attitude measure that is related to, but not the same as, satisfaction (A. Parasuraman & Berry, 1988). The educational institution library appears to be useful if it really facilitates the achievement of the teaching and learning process objectives in the institution. (Bafadal, 2006; Greenstein & Healy, 2002). Researchers took Student satisfaction as the dependent variables which are affect by three factors of independent variables which are Library collection, Electronic resources, and the Librarian services quality.
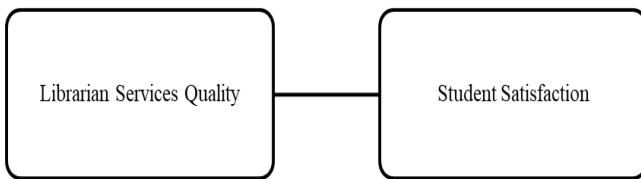
Figure: Theoretical Framework

Material and Method

This study was followed a quantitative research approach, an exploratory study. Sekaran (2003:119), stated that an exploratory study is undertake once not much is acknowledged about the condition at hand, or no information is available on how comparable problems or research issues have been solved in the past (Sekaran, 2003). The study was taken place at Sultanah Bahiyah Library of Northern University of Malaysia (UUM). According to the university official website, the library has 2,972,126 items in its collections, including 352,846 volumes of printed materials, 626,587 AV materials, and 979,433 items in electronic or digitalized forms and either currently subscribes to 46,927 titles from electronic journals

and provide electronic resources, collections, and online services. Based on the library's statistics sourced from Corporate Communication and Research Division of PSB (Sultanah Bahiyah Library) on the website stated that the number of visitors is achieving 49,160 students over the 1994-2015.

This research population consisted of all students from Universiti Utara Malaysia (UUM) in any age, gender, and major of study who visit and utilize the facility and services provided by Sultanah Bahiyah Library in their student life in 2015, which are 3,641 students (Library Statistics, 2016). The study sample size is determined following a statistical rule, the needed ratio of sample size to construct numbers should be 20:1, according to the lecturer notes quoted from Hair, Anderson, Tatham and Black 1998, which means the number of research variables multiply by 20. In this study, researchers used four variables (library collections, library electronic resources, librarian's services quality and student satisfaction), so the result is 80 minimum sample size used for this study as the number of respondents to be 80 students. The study unit of analysis is individual, which is the students, because it suitable with the purpose of this research; analyzing the student satisfaction on the library based on their own personal experience, opinion and behavior.

In this field study, the data were collected through questionnaires to the target respondents. Respondents included in this research are UUM students that visit Sultanah Bahiyah Library on the day the survey conducted, all ages, genders and major of study, which are willingly to be participated to answer the questionnaires. Sampling techniques of the research is probability simple random sampling design, whereas every respondent in the population has a known and equal opportunity of being chosen as a subject matter and this sampling design has the smallest amount of unfairness and offers the most generalizability. The study in which the

researcher wants to define the cause of one or more issues is called a causal study, while when the researcher is concerned in delineate the significant variables related with the problem, the study is called as a correlational study (Sekaran, 2003). The time horizon of the study is a cross-sectional study.

The data used in this study is primary data, the information obtained directly first hand by researchers from the questionnaire's respondents for the specific purpose of the study. According to Kothari (2004; 95), primary data defined as those which are collected afresh and for the first time, and thus happen to be original in character. Thus, in this research we used primary data sources. (Sekaran, 2003), on glossary terms found that data composed firsthand for subsequent analysis in the direction of locate solutions to the problem researched is the primary data.

Results

The last step on data processing is data analysis. The four phases in data analysis: (1) getting data ready for analysis, (2) getting a feel for the data (credibility), (3) testing the goodness of data (validity and reliability), and (4) testing the hypotheses. (Sekaran, 2003). The analyzing of data collected used computer software called Statistical Package for Social Sciences (SPSS). SPSS is a widely used program for statistical analysis in social science. It is also used by market researchers, health researchers, survey companies, government, education researchers, marketing organizations, data miners, and others. It is commonly used by researchers that analyzed data using statistics. To interpret the data, graphs and tables are used, after analyzed by quantitative analysis approach. (SPSS Statistics).

DISCUSSION AND FINDINGS

Demographic background (descriptive analysis)
Table 1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	42	52,5	52,5	52,5
	Female	38	47,5	47,5	100,0
	Total	80	100,0	100,0	

From the sample we used 80 samples and there are 42 males and 38 females. The 42 males are equal to 52.5% from the total sample while the others 38 females are equal to 47.5% from the total sample. Therefore, we found that most of our respondents are male than female.

Table 2: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-21	38	47,5	47,5	47,5
	21-24	40	50,0	50,0	97,5
	24-27	1	1,3	1,3	98,8
	27-30	1	1,3	1,3	100,0
	Total	80	100,0	100,0	

From the 80 samples, this consists of 38 respondents who are in range of 18 to 21 years old that equal to 47.5%. Then, 40 respondents from the total sample are in range 21 to 24 years old that equal to 50.0%. Meanwhile, the rest 2 respondents are in range of 24 to 27 and 27-30 years old that equal to 1.3% each. Thus, we found that most of our respondents are in range of 21 to 24 years old which is half of the sample comparing to the other ages.

Table 3: Primary role

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Undergraduate	78	97,5	97,5	97,5
	Master	2	2,5	2,5	100,0
	Total	80	100,0	100,0	

Based on 80 samples it consists of 78 persons from the total samples are undergraduate students which is equal to 97.5% while the rest two samples are pursuing their master degree that is equal to 2.5%. Based on the interpretation of the table above we know that most of our respondents are undergraduate student.

Table 4: Major

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COLGIS	10	12,5	12,5	12,5
	COB	45	56,3	56,3	68,8
	CAS	25	31,3	31,3	100,0
	Total	80	100,0	100,0	

From 80 samples, 10 persons from the total samples are from College of Law, Government and International Studies (COLGIS) that is equal to 12.5% and 45 persons from the total samples are from College of Business (COB) that equal to 56.3%. while the rest 25 persons from the total samples are from College of Art and Science (CAS) that equal to 31.3%. Therefore, we conclude that most of our respondents are from College of Business (COB) as compared to the other colleges.

Table 5: Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To read library textbook	27	33,8	33,8	33,8
	To use library computer	3	3,8	3,8	37,5
	To do assignment	40	50,0	50,0	87,5
	Group discussion	10	12,5	12,5	100,0
	Total	80	100,0	100,0	

From the sample we use 80 samples, it consists of 27 persons whose purpose to go to Sultanah Bahiyah Library to read library textbook, and it is equal to 33.8%. Three respondents from the total samples visit Sultanah Bahiyah Library to use library computer which is equal to 3.8%. 40 persons from the total samples purpose to go Sultanah Bahiyah Library to do

their assignment, it is equal to 50% while 10 persons from the total samples purpose to Sultanah Bahiyah Library for group discussion that equal to 12.5%. Therefore, we found that majorities from the samples purpose go to Sultanah Bahiyah Library to do their assignment.

Table 6: Frequency of using

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Several times per month	34	42,5	42,5	42,5
	Once a month or less	12	15,0	15,0	57,5
	Several times per week	34	42,5	42,5	100,0
	Total	80	100,0	100,0	

In 80 samples we used, it consists of 34 persons who are visiting Sultanah Bahiyah Library several times per months it is equal to 42.5%. 12 persons from the total samples are visiting Sultanah Bahiyah Library once a month or less which is equal to 15% while the other 34 persons are visiting Sultanah Bahiyah Library several times per week that is equal to 42.5%. Therefore, we found that majorities of the visitors of Sultanah Bahiyah Library visiting the library several times per month and several times per week.

Table 7: Year of Study

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1st	19	23,8	23,8	23,8
	2nd	25	31,3	31,3	55,0
	3rd	30	37,5	37,5	92,5
	4th	6	7,5	7,5	100,0
	Total	80	100,0	100,0	

From the 80 samples we have 19 of them are in their first year that is equal to 23.8%. 25 persons from the total samples are in second year that is equal to 31%. The other 30 persons from the total samples are in third year that equal to 37.5% and the rest 6 persons from the total samples are in fourth year that equal

to 7.5%. Therefore, we conclude that most of our respondents come from third year student as compared to the other years.

Descriptive Statistics Analysis

Table 8: Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance	Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
STUDENT SATISFACTION	80	2,25	2,75	5,00	3,9938	,56251	,316	-,043	,269	-,317	,532
SERVICE QUALITY	80	3,20	1,80	5,00	3,7800	,59839	,358	-,445	,269	1,148	,532
Valid N (listwise)	80										

Descriptive statistics analysis is used in order to describe the basic features of the data in a research. The table represented the central tendency of data which are mean; the mean of student satisfaction is 3.9938, library collection is 3.7250, e-resources 3.8300, and service quality is 3.7800. Then, it represented the dispersion (variability) of data, which are the standard deviation and variances, for student satisfaction the standard deviation is 0.56251 and the variance is 0.316, and for the library collection is 0.70181 and 0.493, and the e-resources are 0.54107 and 0.293, and last is service quality are 0.59839 and 0.358. Third is the skew (symmetry) of data about how concentrated data are at the low or high end of the scale, and either the kurtosis (peakedness) of data, such as how concentrated data are around a single value. According to the table, student satisfaction is the highest means, and library collection is the highest standard deviation and variance.

Goodness of measures (reliability analysis)

Cronbach's Alpha Reliability Test

Cronbach's alpha is a measure used to test or analyze the reliability, or internal consistency, of a set of scale or test items. In other words, the reliability refers to the extent to the

consistent measure of a model, and Cronbach's alpha is one way of measuring the level of that consistency.

Case Processing Summary

		N	%
Cases	Valid	80	100,0
	Excluded[a]	0	,0
	Total	80	100,0

a. Listwise deletion based on all variables in the procedure.

Table 9: Reliability Statistics Analysis

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,900	,902	19

Based on Cronbach's alpha internal consistency rule sourced from Wikipedia, $\alpha \geq 0.9$ is excellent, $0.9 > \alpha \geq 0.8$ is good, $0.8 > \alpha \geq 0.7$ is acceptable, $0.7 > \alpha \geq 0.6$ is questionable, $0.6 > \alpha \geq 0.5$ is poor, and $0.5 > \alpha$ is unacceptable. Accordingly, the value represented on Reliability statistic's table shown is 0.900 which indicates a high level of internal consistency or excellently reliable.

Independent Sample T-test
T-Test

Table 10: Group Statistics

	T.T	N	Mean	Std. Deviation	Std. Error Mean
SERVICE QUALITY	1	45	3,8711	,57232	,08532
	2	35	3,6629	,61886	,10461
STUDENT SATISFACTION	1	45	4,0889	,60574	,09030
	2	35	3,8714	,48268	,08159

Table 11: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper

SERVICE QUALITY	Equal variances assumed	,073	,788	1,558	78	,123	,20825	,13366	-,05784	,47435
	Equal variances not assumed			1,543	70,256	,127	,20825	,13499	-,06095	,47746
STUDENT SATISFACTION	Equal variances assumed	1,301	,258	1,737	78	,086	,21746	,12519	-,03177	,46669
	Equal variances not assumed			1,787	77,942	,078	,21746	,12170	-,02482	,45975

This analysis used to make comparison between two different groups which are groups that submit the questionnaire early and the group that submit questionnaire late. Based on the table above, the t-value are 0.375, 0.377, 1.62, 1.663, 1.558, 1.543, 1.737, and 1.787, which are below or not more than 1.96. It shows that there is no significant difference in variance between those who submit the questionnaire early and late. Hence, it can be concluded that the variance are equal. Based on significant value, it can be concluded that there is no significant differences between the student who submit the questionnaire early and late.

Table 12: Descriptive Statistics

	Mean	Std. Deviation	N
STUDENT SATISFACTION	3,9938	,56251	80
SERVICE QUALITY	3,7800	,59839	80

Table 13: Correlations

		STUDENT SATISFACTION	LIBRARY COLLECTION	E-RESOURCES	SERVICE QUALITY
Pearson Correlation	STUDENT SATISFACTION	1,000	,525	,541	,545
	SERVICE QUALITY	,545	,538	,634	1,000
Sig. (1-tailed)	STUDENT SATISFACTION	.	,000	,000	,000
	SERVICE QUALITY	,000	,000	,000	.
N	STUDENT SATISFACTION	80	80	80	80
	SERVICE QUALITY	80	80	80	80

Descriptive statistics table shows the means of student satisfaction, library collection, e-resources, and librarian service quality respectively are 3.9938, 3.7250, 3.8300, and 3.7800 from 80 respondents of research. In table either represented the standard deviation for each variable are, student satisfaction is 0.56251, library collection is 0.70181, e-resources is 0.54107, and service quality is 0.59839.

Correlation analysis table, it represents the correlation between the independent variables (library collection, e-resources and librarian service quality) and the dependent variable (student satisfaction). The correlation between student satisfaction and library collection is 0.525, the correlation between student satisfaction and e-resources is 0.541, and the correlation between student satisfaction and the service quality is 0.545, which overall is included in $0.5 - 0.75$ group, which is the correlation is moderate positive. Besides, the table either shows the correlation among the independent variables. The correlation between library collection and e-resources is 0.543, between library collection and service quality is 0.538, and between e-resources and library service quality is 0.634, which are the correlation is either moderate positive.

Regression Analysis
Table 14: Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	,635a	,404	,380	,44288	,404	17,148	3	76	,000	1,807

a. Predictors: (Constant), SERVICE QUALITY

b. Dependent Variable: STUDENT SATISFACTION

The above table provides the R and R^2 values. The R value represents the simple correlation and is 0.635, which indicates a high degree of correlation. The R^2 (R square) value indicates how much of the total variation in the dependent variable, student satisfaction can be explained by the independent variables (library collection, e-resources, and service quality). In

this case, 0.404 or 40.4% can be explained, which is substantial, because it's more than 0.26 (Cohen J, 1988).

Table 15: ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	10,090	3	3,363	17,148	,000[b]
	Residual	14,907	76	,196		
	Total	24,997	79			

a. Dependent Variable: STUDENT SATISFACTION
b. Predictors: (Constant), SERVICE QUALITY

From the analysis of variance (ANOVA) table, represents the F value as 17.148 which is more than 1.96 and the p-value is less than 0.05, those indicates that, overall, the regression model statistically significant. Accordingly, the relationship between dependent variable which is student satisfaction and the independent variables which are library collection, e-resources, and services quality is significant. Therefore, we reject the null hypothesis (H_0) and we accept the alternative hypothesis (H_A).

The coefficient table shows the t-value of the library collection is 2.328 and the p-value is 0.023, which is significant because t > 1.96 and p > 0.05. Either the t-value of e-resources is 1.995 and the p-value is 0.05, and t-value of the librarian service collection is 2.119 and the p-value is 0.037. Therefore, the students are satisfied with the library. Means that we accept the alternative hypothesis, which is library collection, e-resources, and service quality, are significantly affect the student satisfaction on Sulthanah Bahiyah Library UUM.

Discussion

This study has been conducted in purpose of analyzing and determines the student satisfaction on the library collection, electronic resources, and librarian services quality in Sultanah Bahiyah Library, Universiti Utara Malaysia. From the result, we found that 42.5% of 80 students frequently visit the library several times in a week, and 42.5% visit the library in several times in a month, while the rest 15% are visiting in once a

month or less. This frequency represent that mostly students love to visit UUM Library in order to do assignment, and to read the textbooks. Therefore, this can be evidence that supporting research hypothesis.

Library collection affects the student satisfaction with coefficient value of 0.206 or 20.6%. E-resources have the most dominant influence towards the student satisfaction in Sulthanah Bahiyah Library of UUM which is proved by the coefficient value of 0.250 of the coefficients table of regression analysis. As found by a recent study at Texas A&M (Melgoza, Mennel, & Gyeszly, 2002) that undergraduate students primarily prefer to use Internet services, in example is to access e-resources. And the service quality variable coefficient value is 0.239. The reliability of a set of scale or test items of this research is a high level of internal consistency or excellently reliable (α =0.900) which means that this data research is reliable (from the result of the Cronbach's Alpha Reliability Test).

The result of this exploratory study found that the good services, physically and technically, provided by Sultanah Bahiyah Library has been satisfied the customers, which are students of Universiti Utara Malaysia. As either studied by Griselda & Panjaitan (2007) about the customer satisfaction, they found that the main factors affecting the satisfaction are the expectation and what customer received in services. This research findings also supported the theory of SERVQUAL, which is services such as tangibles (physical facilities, equipment, staff appearance), reliability (ability to perform service dependably and accurately), responsiveness (willingness to help and respond to customer need), assurance and empathy will construct the satisfaction (A. Parasuraman & Berry, 1988). Therefore, the result of this research with high level of internal consistency and supporting the research hypotheses, which is we found that library collection, the e-resources and the

librarian services quality are significantly affecting the student satisfaction on Sulthanah Bahiyah Library of UUM.

Research Implications

The implications from the analysis respond to the study's research questions and help to achieve its goals, which are to analyze the effects of library collection, e-resources, and librarian service quality towards student satisfaction in Sulthanah Bahiyah Library of UUM. These findings have some significant implications for the UUM Library itself for the purposes of improvement the library's performance.

Readers new to these information which can be the references or comparators in conducting related researches. The objective of this research offer starting point for determining the students satisfaction in Sulthanah Bahiyah Library of UUM. A minimum, it contributes to the ongoing research that can enhance more knowledge that useful.

Recommendations

Researchers would like to recommend Sulthanah Bahiyah Library UUM to improve their performance in purpose for achieving their organization goals and meet the visitor's satisfaction that is important for their own interest. The quality of librarian services can give effects towards the student satisfaction of the library. It is recommended that the librarian should doing service better in giving service to the visitors of the library.

Hopefully in the future, research conducted with other factors besides of library collection, e-resources, and librarian service quality towards the student satisfaction in Sulthanah Bahiyah Library of UUM. This research hasn't yet to incorporate other variables that may affect the results of this research. For the upcoming research are advised to seek out of

scope of the different populations and more broadly of the population than this research. The samples that used also should be more than the samples in this research; the advanced research thus can increasingly provide an overview about the student satisfaction of library collection, e-resources, and librarian service quality.

Limitations

This research still has some limitations. With these limitations, are expected to do the repair for the research to come. As for the limitations in this research are; the number of respondents was still not able to describe the real conditions. This research used 80 minimum sample sizes as the number of respondents to be 80 students, and the survey part of the questionnaire is still not completed. There is still other information which does not cover so that the results are not quite as indicates the actual condition.

Conclusions

This research found that, students who visit Sultanah Bahiyah Library are satisfied with the good services, physically or technically, which provided by the library. The results of this research have a high level of internal consistency and supporting the research hypotheses. As our research objectives are to analyze the student satisfaction on library collection, the e-resources and the librarian services quality, this study found that those factors are significantly affecting the student satisfaction on Sulthanah Bahiyah Library of UUM.

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